

Volunteer Manual

Town of Smithtown Animal Shelter

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www.smithtowninfo.com



Prepared for the Smithtown Animal Shelter
Cat Cuddlers and Volunteer Dog Walkers

Volunteers Make a Difference!

Town of Smithtown Animal Shelter

Volunteer Manual

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Town of Smithtown Animal Shelter

Mission Statement

The Smithtown Animal Shelter provides care for lost, stray, and surrendered animals for the residents of Smithtown. Our goal is to reunite animals with their owners and find new homes for relinquished pets. We also enforce Smithtown's code pertaining to animals (chapters 135 & 207), as well as Article 7 of New York State Agriculture & Markets law.

Animal Control Officers respond to residents' complaints regarding stray, vicious, injured, barking, or owned loose dogs and other domestic animals as well as sick and injured wildlife.

Our mission is 100% adoption. Help us realize and achieve our goals. Visit the Smithtown Animal Shelter and Adoption Center and adopt a companion, a pet, a friend.

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Town of Smithtown Animal Shelter **Welcome, New Volunteer!**

We are extremely pleased that you have chosen to donate such precious commodities to us...Your time and talents!

We want each volunteer to feel that he or she is a part of our team, each volunteer is important to our overall success. The Smithtown Animal Shelter appreciates the support of our volunteers who bring a diversity of interests, knowledge, expertise and caring to our organization.

Your ideas and suggestions are important to us and we welcome them at any time. For your convenience, there is a suggestion box available in the front office. Alternatively, if you have any problems, suggestions, ideas or concerns that you would like to discuss regarding the organization or your role in it, please feel free to contact the shelter supervisor.



Thank you so much for your interest and your caring.

We appreciate it and the shelter pets
appreciate it as well!

Town of Smithtown Animal Shelter **Shelter Policies & Procedures**

The Smithtown Animal Shelter as a municipal animal control agency has to abide by many official rules of operation. The Supervisor and his staff have done an incredible job of changing the previous culture of this agency into a humane, well-organized effort that, daily, has a positive impact on this community. It is imperative that the volunteers support the hard work and dedication in this crucial partnership by making sure we always represent the shelter honestly and positively. Our reputation is well earned and hard won.

We feel that it is important that as volunteers, you have an understanding of some of our more important policies and procedures.

All inquiries regarding policy should be referred to the staff appropriately. You may communicate the policy, should the situation dictate, but all explanations and further inquiries should be immediately referred to the shelter staff. This is also appropriate if there is a policy that you feel at all uncomfortable discussing (such as euthanasia).

Animal Bites & Quarantines

An animal surrendered to the shelter for biting may be held for a mandated quarantine period. In general, no animal surrendered as a biter, will be offered for adoption to the general public, but may be redeemed by their owners.

Surrender Policy

This is a municipal shelter and provides services to its residents. If a dog is found stray within the town limits, the shelter will accept it. Dogs owned by town residents will also be accepted for surrender. Town of Smithtown residents will not be able to surrender dogs found in, or owned by residents of, other townships. If we are to meet our mutual goals it is imperative that we all do our part to minimize the pet population within the shelter first. It will do damage to the hard earned reputation of the shelter as a “humane oasis” among municipal shelters to have to euthanize more dogs (rather than less) as a result of overpopulation. If a dog is found stray in another town, the best chance that it has for being re-united with its owner is to be in the shelter closest to the community that it was found in. Many dogs end up too far away for them to be found by their owners through the negligent, though perhaps well meaning, actions of other people. Do not assume that every stray dog has been abandoned.

The Town of Smithtown Animal Shelter is NOT a “No Kill” Shelter

While the shelter staff will do everything possible to prevent the necessity of euthanizing animals, we are often at the mercy of the homeless pet population crisis and the irresponsibility of many pet owners. We are responsible for community animal control and safety. Most of the animals euthanized at the shelter are unadoptable for either medical or aggression issues that are beyond the scope of our resources. In some cases, the shelter will euthanize animals that cannot tolerate the shelter environment and are

suffering either physically or psychologically. There is also the unfortunate possibility that healthy, adoptable animals will need to be euthanized due to over crowding within the shelter.

The difference between a municipal or public “kill” and a private “no kill” shelter is that the private shelter can control and choose which animals are accepted into their facility, whereas, the public shelter, which has an open door policy, cannot. Therefore, private shelters do not often run into issues of dealing with aggressive, unadoptable animals and are never faced with over crowding.

Euthanasia decisions are always carefully made by experienced staff. The act of euthanasia is an extremely complex one for those of us who must do it. Volunteers NEVER take part in the euthanasia process. However, as a volunteer you will need to be able to come to terms with euthanasia and show consideration to the shelter staff who are directly involved in euthanizing animals.

Animals are “shown” for adoption by authorized shelter staff ONLY.

Volunteers may **not** direct prospective adopters to any animal outside of its kennel/cage that is being worked, in any way (by staff or volunteers) or that is being shown to another group of prospective adopters.

Volunteers may coordinate with appropriate shelter staff on behalf of prospective adopters and may continue to be present while the animal is being shown, provided that they not interrupt, contradict or otherwise distract the shelter staff and the prospective adopters.

Town of Smithtown Animal Shelter

Euthanasia and the Volunteer

Welcome to the Smithtown Animal Shelter. First of all, thank you for donating some of your precious personal time to help us in making the animals as comfortable and happy as possible during their stay here.

We would like to discuss the subject of euthanasia with you. Unfortunately, due to the insurmountable number of animals brought into the shelter, we have no choice but to euthanize. Injury, severe illness, behavior problems and at times, a sheer lack of space all contribute to the need for euthanasia.

Our goal here, at this shelter, is to provide for each animal's physical and emotional needs. The volunteer contributes largely to the emotional needs, i.e. walking, petting, playing, etc. For this we are very grateful, as caring and seeing to all the physical needs each animal requires consumes most, if not all, our time.

Euthanasia is a very difficult subject to cope with. It is something for you to think about before making a commitment to volunteer at the shelter. You may arrive one day to walk your favorite dog, only to find he was euthanized. All of this, naturally, can be very emotional. This isn't a scare tactic to keep you away, it is a fact you need to be made aware of. Your ability to accept and deal with this needs to be addressed.

If any behavior problems are noticed, please report them immediately! Even the smallest sign of aggression displayed can escalate into a dangerous situation. It is in the animal's best interest that you report anything out of the ordinary.

We would like everyone to understand that every decision to euthanize is well thought through. We would like that you do not question our decisions. It is hard enough to pull animals, hold them, and actually euthanize them without being questioned.

Following are a few questions we have had in the past and exactly how they have been put to us:

Who are you killing tomorrow? *I'm sure those who put it that way did not realize how it came out.*

Oh no, not Snoopy, I'll take him home! *If you are only taking Snoopy because he is about to be euthanized you*

are not doing him or yourself justice.

How can you kill them? You people are cold hearted! *A statement that is ever so far from the truth.*

Why is Fido being euthanized? *If we did not have one valid reason for euthanizing Fido, he would never have*

been considered. Yes, we like him too, and it is no harder on you than it is on us.

These are just a few of the remarks we have heard. You are bound to become attached and therefore, will be upset should one of your favorites be chosen for euthanasia. Please put yourself in our shoes for just a few minutes. We are here daily, closely

working with these animals. We become attached too, but the facts are; for every dog or cat in the shelter, there are two to three waiting to enter.

Decisions, however unpopular, must be made.

We hope that after reading this paper you will have a little better understanding of the need for euthanasia, and of the emotional obstacles we all must face because of it. We are all here to work together, and trust is one of the most basic issues. We ask that when you volunteer at the Smithtown Animal Shelter you place your faith in us.

Once again we would like to express our heartfelt gratitude to you. It is with your help and understanding that we will be able to achieve our goals.

Help us fight the pet over population crisis...Promote the spay/neuter of all pets!!!

Town of Smithtown Animal Shelter Volunteer Policies & Procedures

Volunteers generally help socialize animals. Their skills and dedication make a positive difference in the lives of shelter animals. Since most volunteers interact one way or another with the public, it is important their relations with animals are humane, respectful and kind.

***SASAC reserves the right to add to, delete from or modify any of these policies either on an individual or departmental wide basis.

- A. Age Requirement.** We do not accept volunteers under the age of 16 years old. Volunteers under the age of 18 must be accompanied by a parent or legal guardian during the enrollment process.

- B.** Individuals wishing to become part of the SASAC Volunteer Program will be required to complete the volunteer application and sign the volunteer agreement, acknowledgement and waiver. It is important that you carefully read and understand the entire volunteer manual. It is considered **your** responsibility to know and strictly adhere to **ALL** policies and procedures, in accordance with the manual and to conduct yourself in an appropriate manner.

- C. Non-Acceptance of Volunteers.** Not all potential volunteers will be accepted. Some possible reasons are that the service offered is not needed, they may have an incompatible schedule, etc. Reason(s) for non-acceptance will be noted on the application and kept on file in the event that the individual wishes to reapply.

- D. Acceptance of Volunteers.** If the volunteer is accepted:
 - a. The volunteer will receive a copy of the volunteer manual.
 - b. The volunteer signs an agreement and release of liability form.
 - c. A volunteer file is created for each new volunteer. This file includes, at the minimum, the individual's application form, schedule of availability, the signed agreement, acknowledgement, waiver and any evaluations made by staff.

- E. Termination.** Volunteers can be terminated for a variety of reasons. Disruptive behaviors, failure to adhere to written and/or posted procedure, reckless or endangering behaviors, interference in daily shelter operations ie; adoptions, intake, redemptions, euthanasia, etc. may result in termination. In most situations, any problems will be brought to the attention of the shelter supervisor and if needed, corrective actions, as outlined in the rules of conduct will be taken. Should there be a serious incident that would warrant the volunteer leaving immediately, the staff on duty has the authority to direct the volunteer to leave.

NOTE

The Town of Smithtown reserves the right to exclude any volunteer from actively participating in volunteer activities at the shelter for any reason at any time.

F. Volunteer Log Sheet. The volunteer log sheet is kept in a prominent place near the front office. The log sheet serves as documentation of the dates and times volunteers are at the shelter and gives an overall picture of the volunteer contribution. Every volunteer is required to sign in on arrival and sign out when leaving for every visit to the shelter.

G. Dog/Cat Bite Quarantine. A dog or cat surrendered to the shelter as a “biter” may be held for a New York state mandated quarantine period. “BITE” signs will be placed, in clear view on the animal’s kennel, both indoor and outdoor (where appropriate). Under no circumstances, may any volunteer have **any** contact with these animals. Failure to comply will result in an immediate and permanent termination of all volunteer activity.

H. It is very important to read and carefully interpret **ALL** information on the kennel cards, as well as any cage/kennel postings before you interact with an animal. Although all animals up for adoption are evaluated, we cannot make any guarantees to their temperaments nor are we able to predict when an animal’s behavior may change. Because of this, it is always prudent to make some kind of friendly verbal contact, to determine the animal’s disposition and reaction to you before opening their cage or entering their run/kennel. If the animal appears frightened or menacing and/or you do not feel comfortable and confident...**STOP**...Move on to another animal.

*****Remember, there is NO difference between a real threat and a perceived threat when handling an animal.**

I. Off Limit Areas. Volunteers may not enter any area marked “off limits” or “staff only” unless specifically authorized.

J. Front Office/Lobby. While the front office and lobby are not strictly “off limits” per se, volunteers should avoid lingering in these areas as much as possible. As it is often a high stress area, it should be considered a “high risk” area and treated as such. Unless it is an absolute emergency, **volunteers are strictly prohibited from bringing any animal into the front office.**

K. Confidentiality. Confidentiality regarding personal information about clients and the outcome of individual animal situations must be maintained **at all times**. Volunteers will be, at times, exposed to information about members of the public who release and adopt pets from the shelter. All information should be considered confidential and not to be shared. Any information pertaining to the shelter records and cases which you may come privileged to (including, but not limited to, names, addresses, phone numbers, etc.) as a result of your position is confidential and may not be discussed with others. Volunteers who

break this confidentiality will be asked to resign from their volunteer positions.

- L. Public Relations.** The success of our shelter depends upon the quality of the relationships between SASAC, its employees, volunteers and the general public. As a volunteer of The Smithtown Animal Shelter, you are expected to maintain a professional attitude at all times. Any member of the public seeking information on adopting or surrendering a pet, should be directed to the front office. Volunteers are limited to discussing **only** what they have **personally** experienced with a particular animal during their stay at SASAC. Under **NO** circumstances may any volunteer offer information about an animal's background/history or make any claims to an animal's behavior. Failure to adhere to this policy will result in an immediate dismissal.
- M. Media Procedures.** So efforts are not duplicated and information is accurate, it is essential that any dealing with the media, you will go through the shelter supervisor. Media is anything that will be printed, emailed, placed on the Internet, broadcast or televised about the shelter. Any contacts or story ideas you may have are welcome and may be directed to the shelter supervisor.
- N.** Volunteers are not permitted to interfere with any employees from doing their work (adoptions, intakes, providing information on services, cleaning, etc.).
- O.** Volunteers are not permitted to give any kind of medicine, bathing, grooming or nail clipping without the shelter supervisor's permission.
- P. Volunteer Personal Property.** The SASAC is not responsible for loss, theft or damage of personal items. Volunteers are advised to bring in only what they need during their volunteer time.
- Q. Designated Areas.** Volunteers are directed to areas designated for "dog walkers" and "cat cuddlers." In order to maintain a safe environment for our animals, the staff, volunteers and the general public, volunteers may not handle an animal outside the designated areas. Cats are **never** permitted outside the building. No volunteer may ever remove any animal from the SASAC premises unless specifically authorized by the shelter supervisor.
- R. Volunteer Hours.** Volunteers are required to abide by the assigned or posted volunteer schedule. The schedule is as follows:
 - Dog Walkers:**
Monday, Wednesday & Friday 11 am-4 pm and Saturday 10 am-2 pm
There are no dog walking hours on Tuesday & Thursday
 - Cat Cuddlers:**
Monday-Friday 9:30 am-4:00 pm and Saturday 9:30 am-3:00 pm

Any variations of this schedule will be posted along side the sign in sheet and in the front office.

All volunteer activity will conclude 1 hour prior to shelter closing. In consideration to the staff, volunteers are asked to vacate the building at that time.

Volunteers are **NOT** permitted to be at the shelter when closed to the public (Sundays, holidays, after hours, etc.).

The Smithtown Animal Shelter relies on its volunteers to be dependable and effective during their volunteer hours. By meeting these commitments, the volunteer program operates smoothly and the maximum benefit is

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Rules of Conduct

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively and harmoniously. As a volunteer, you have a responsibility to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better and safer place for everyone.

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted in the following sections. If you have any questions regarding the rules of conduct, please speak to the shelter supervisor for explanation. We appreciate your contribution in meeting our goals.

- A.** Volunteers must abide by all of the rules of the Smithtown Animal Shelter and to always give the shelter staff appropriate respect. You are all guests of the SASAC, acting as partners for the benefit of the animals and the community. It is imperative that you always unequivocally honor any requests made by the staff. If you have any questions regarding the reason a specific request was made, you may contact the shelter supervisor.
- B.** Volunteers must abide by all security and safety rules as outlined in the volunteer manual. The safety of our volunteers, the shelter animals and the public are of paramount importance. Infractions of these rules can result in unexpected consequences to the organization as a whole.
- C.** Volunteers must refrain from any act of harassment (sexual, racial or otherwise) to fellow volunteers, shelter staff and the public. This is the key aspect of community spirit.
- D.** Volunteers will not represent, or purport to represent, the Smithtown Animal Shelter in any public forum without the express prior written approval of the shelter supervisor. It is very easy to unwittingly compromise our public image, even with the most well intentioned communications. Our public image is a carefully thought out and coordinated process and is the key to our growing success in the community.

All of the outlined policies are critical to the integrity and success of the Town of Smithtown Animal Shelter and the goals we set forth in order to improve the quality of

life for the shelter animals. Violations of the following policies are considered to be extremely serious offenses and may result in immediate dismissal without warning.

Complaint Procedure

It is very important to us that you always have a voice in our organization. We are open to any suggestions or comments that you feel would benefit the organization. If, for any reason, you are unhappy or concerned with your role, the policies and procedures of the shelter or with the way you feel you are being treated by either a member of the staff or a fellow volunteer, we encourage you to discuss it with us.

We are all happy to be of assistance in making your time and efforts working with us as harmonious as possible.

Corrective Action Process

All volunteers will be held accountable for upholding the policies of the shelter, as well as all applicable safety protocols. Corrective action process will be handled as follows:

1st infraction: Verbal warning from shelter supervisor (documented).

2nd infraction: Written warning from shelter supervisor with signed acknowledgement.

3rd infraction: Final written warning from shelter supervisor with *review process. Review process to be administered by shelter supervisor, assistant shelter supervisor and an additional SASAC staff member, where appropriate. Results of the review process may result in a suspension or dismissal from your volunteer activities.

*The review process provides each volunteer with a forum to explain their actions, as well as any circumstances surrounding it, in order to give the review team a better idea of exactly what is happening and why. This ensures that the situation is being addressed in the most appropriate manner for both the volunteer and the shelter.

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Risks

As in any organization working with animals, there are always risks involved. It is important that each volunteer be aware of the potential risks prior to engaging in any volunteer activity. Some of these potential risks can be medical (communicable disease), physical (falling, scrapes and possibly bites) and emotional (depression, anger and grief).

While these risks are real, following the safety protocols as outlined by the shelter can significantly minimize the actualities. Chances are, these things may never happen, but it is our obligation to ensure that each volunteer is aware that these possibilities do exist.

Zoonotic Diseases

Zoonotic diseases are transmissible from animals to humans.

A. The most effective means of preventing zoonosis is:

1. Wash hands frequently with antibacterial soap.
2. Wear long pants and closed-toe shoes or boots.
3. Disinfect scratches and bite wounds thoroughly.
4. Report any bites or injuries to the shelter staff.
5. Tell your physician that you work closely with animals.
6. Hoop earrings, dangling earrings or jewelry should be avoided.

B. Zoonotic diseases sometimes found in the shelter environment:

1. Bartonellosis (Cat-Scratch-Fever)
2. External parasite infections (fleas, mites, etc.)
3. Giardiasis
4. Leptospirosis
5. Ringworm
6. Lyme Disease
7. Internal parasite infections (round, hook, whip & tape worms)
8. Rabies
9. Salmonellosis (Samonella)
10. Toxoplasmosis

Please do not be alarmed by this list of diseases, but be aware that you are volunteering in a shelter environment, where they often exist. For this reason, we strongly encourage all volunteers to make sure that their own animals have current vaccines. As an added measure, we suggest you always change clothes before socializing with your animals at home.



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Signing the following documents attendance as well as acknowledges that you have read and will follow *shelter policy and any special directions of the day .

Special Directions:

*A copy of shelter policy is available upon request.

[illegible]

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Understanding Kennel Cards

It is very important to read all the information on the kennel card before interacting with that animal.

The kennel card is the means of identification for all shelter animals.

A. Information you will find about an animal on the kennel card:

1. Name (if provided)
2. Breed
3. Color, special markings
4. Sex
5. Spayed/Neutered
6. Age
7. Date animal arrived at shelter
8. How animal arrived at shelter
9. Shelter assigned log #

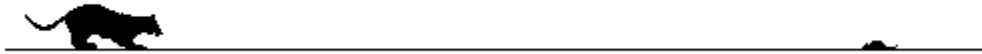
B. Kennel cards are completed by staff and **may not be altered or modified by volunteers.**

Log# _____ Stray _____ Male _____ SBI _____ Female _____ Owner _____ Altered _____	Date _____ Breed _____ Color _____ Housebroken _____ Crate Train _____ Chews _____ Good with Children _____ Good with dogs _____ Good with cats _____
Dogs Name	
Reason Surrendered	
Date Available	

Log# _____ Date _____	
Owner _____ Male _____	Breed _____
Other _____ Female _____	Color _____
Cats Name _____ Cats Age _____ Inoculation Date _____	
Comments _____ Litter trained _____ Spayed or Neutered _____ Good w. Children _____ Good w. Dogs / Cats _____ Declawed _____ Other _____	Re inoculation Date _____ Reason Surrendered _____ Owners Comments _____

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Socialization Guidelines



Probably the most important aspect of socializing with a shelter pet is your tone of voice. It's best to speak in a calm, friendly and reassuring manner. Companionship is one of the purist pleasures we can provide our pets with. Many of our animals have not been considered a "member of the family" for a long time, if they ever were at all. You will find they are very receptive to your attention and affection and will reward you with sloppy kisses and swishy tails!

Hands on socialization is a huge confidence builder for shelter pets, but you must let the animal be your teacher.

The following pages contain guidelines, information and useful tips as it pertains to your hands on socialization skill and technique. You should each seek to have a positive impact on the animals you work with. The most efficient and effective means to achieve your goal is to maintain an orderly, tranquil and above all else, safe work environment.

With that in mind, we wish to remind all our volunteers of the importance of adhering to the designated area policy (dogs remain in dog areas and cats remain in cat assigned areas). Always to "look first" before entering a room or a hallway with an animal and to always close doors behind them. And of course, to use common sense and always be aware of what is going on around them. One, small oversight might prove catastrophic to one of our animals. So, please, always proceed with caution.

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Dog Walker Guidelines



What is dog walking?

Dog walking is an activity for volunteers matched with shelter dogs to improve welfare and adoptability during scheduled walks.

What type of person should be a dog walker?

Dog walkers should:

- Have love & compassion for dogs.
- Be patient and tolerant.
- Have a good understanding of dog communication.

Benefits for shelter dogs:

- Relieve stress.
- Learn new things that make them more adoptable.
- Engage in “normal” doggie activities -sniff, explore, play, interact with people.

Walking a shelter dog is more than clipping a leash on and heading for the park. It requires a good understanding of the special needs of shelter dogs and skills to improve welfare and behavior.

The Dog Walking Program provides you with the knowledge needed to give appropriate handling and emotional comfort during walks. All that while having a good time!!

The shelter is a very stressful place where dogs have little control over their environment. Many are lonely, anxious, fearful, frustrated or depressed. The way they feel can change from day to day depending on shelter activity, how long they have been at the shelter, other dogs in the shelter on any given day, weather, etc.

Dogs are also affected by our emotions (they can smell them and notice our body language). If you are nervous in certain situation during your walk your dog will know it and may react in a nervous manner as well.

Play

Play is a great way to reduce tension, particularly frustration. Have Fun! Fun! Fun! Always use a happy, upbeat tone of voice with your dog. Dogs that are fearful or nervous will respond particularly well to this technique and you will reduce their stress.

Provide mental stimulation

Olfactory exploration (sniffing) is a great way to provide mental stimulation. Good for depressed dogs. Every smell is like an interesting story that stimulates his mind. When you get a grassy area sometime during the walk, you can throw a few small treats in the grass and let them sniff and eat. Use an upbeat verbal encouragement "where's the treat, find the treat!" Help him, if necessary.

MAKE YOUR WALK MORE PLEASURABLE FOR YOU AND YOUR DOG.

Be sure to be well matched with your dog.

Make sure your experience level is matched to the size and behavior of the dog.

Make sure you have information about the dog's temperament.

Provide the type and length of activities that ensures each dog receives sufficient exercise, mental stimulation, play and affection during the walk.

The Volunteer Sign In and the Dog Walking Chart (see samples on following pages) are located in the main lobby area. Volunteers are required to sign in and out upon arrival and departure.

The dog walking chart provides you with the dog's name, kennel number and weekly walking activity. It is necessary to always refer back to the walking chart, as dogs are routinely added to or removed from the walk list. Dogs marked "DO NOT WALK" are not to be removed from their kennels at any time.

Please remember to check off the dogs you walked, so that each dog receives equal amounts of exercise and attention.

Assigned Equipment and Areas. Unless otherwise indicated, a chain and lead are necessary to walk the dogs. Collars and leads are located in the North kennels.

Brushes, water bowls, toys and dog treats are located in the back office. The dog pen is also stocked with a variety of toys and a large bucket for water (make sure to fill your water before you bring your dog into the pen). Additional supplies (treats, toys, towels, etc.) are located in several areas around the shelter. If you don't see something, ask!

Dogs may be walked on the dog walking trail, located in the back of the building, or taken into the dog pen to run off lead. No dog should ever be left unsupervised in the dog pen. Until you feel confident that your dog will come to you when called, it is suggested that you do not remove their lead, rather, drop the lead and allow the dog to drag it behind them. Dogs may be taken into the back office only when it is **not** occupied by the dog trainers or cat cuddlers.

Unless directed otherwise, dogs are to be removed from the center aisle **only**.

The method used for entering and exiting the dog kennels is very important. There are safety latches on each of the kennel gates (inside and outside). They should be latched at all times if a dog is in the kennel. Undo the safety latch and push the gate inward. Block the dog from getting out. Be careful the dog does not slip out between your legs. Once inside, **immediately close the gate latch**.

Take note of the dog's kennel number and make sure you return the dog to same. If you are unsure of the dog's kennel, refer to the dog walking chart.

Place chain collar on dog. Collars should be placed on a dog's head from the front in the shape of the letter "P" with the extra chain and lead dangling to the right side of the dog's neck so that it releases easily. Dogs should be encouraged to walk to the left of a walker. Ask someone to show you this if you do not understand. Make sure no other dog will be passing by, then lift latch, open gate and proceed to exit. Avoid getting close to other dogs. They have been known to nip each other right through the cages.

Always keep your dog out of reach from any other dogs. Under no circumstances should you ever introduce two dogs.

When entering or exiting building use the windows to see if other dogs are in your path. Dogs may not be walked in the back area where the farm birds reside.

When walking dogs, be upbeat, encourage good walking and praise them for eliminating outside.

Returning the dog to the kennel. Lead dog back inside kennel, *get in kennel with the dog and shut latch* before removing collar. Open latch and back out of cage, watching that the dog does not slip out. Treats are helpful to divert a dog to the back of the cage while you exit. Always finish by re-latching safety latches.

*****Chain collars must be removed from the dog after being walked.**

Volunteers who work regularly with the shelter dogs are in a position to get a basic feel for their personalities. If you find certain positive or other noteworthy characteristics of particular animals, please feel free to share it with us in the office.

Report any noted health concerns to a staff member at once.



Town of Smithtown Animal Shelter
Volunteer Dog Walking Chart

<i>Kennel</i>	Name	Saturday	Monday	Tuesday	Wednesday	Thursday	Friday
1N	Spot						
2N	Sammi						
3N	Nova						
4N							
5N							
6N	Cheyenne		DO	NOT	WALK		
7N							
8N	Kendall						
9N							
10N							
1S	Trixie		DO	NOT	WALK		
2S							
3S	Gigi						
4S							
5S	Gator						
6S							
7S	Marnie						
8S	Bear	DO	NOT	WALK	***DOG	BITE***	
9S	Otto						
10S							
11S							
12S							
13S							

Town of Smithtown Animal Shelter

Dog Bite Prevention

The ability to read and understand animal body postures is essential to:

- Avoid being bitten.
- Identify stressed animals.
- Avoid stressing or inadvertently challenging animals.

When dogs might bite:

- When they feel threatened and sometimes when they are afraid.
- When they are protecting their territory, food, toys, family or pups.
- When they get excited, even in play.
- When they don't know you.
- When their chase response is triggered.
- When they have been bred or trained to be aggressive.
- When they are in pain or irritated.

How to tell when a dog might bite:

- The dog may stand stiff and still, maybe with its hair up.
- It may stare at you.
- The dog may hold its tail stiff and up in the air.
- It may growl, snarl, show its teeth or bark.
- Some dogs may not give any signs, when in doubt, be careful.

What to do if a dog threatens you:

- Stand very still and try to be calm. Don't scream and run.
- Be aware of where the dog is. Don't turn your back on it, but don't stare it in the eyes.
- If you say anything, speak calmly and firmly.
- Try to stay still until help arrives or the dog leaves, then back away slowly until it's out of sight.
- If a dog does attack suddenly "feed" it your jacket, purse or anything that may distract it and give it something to bite besides you.
- If you fall or are knocked down, curl into a ball with your hands over your head and neck. Try not to scream or roll around.



Interpreting Canine Body Language



AGGRESSIVE



FRIENDLY



ALERT



**FEARFUL/
SUBMISSIVE**



PREDATORY

Town of Smithtown Animal Shelter

Cat Cuddler Guidelines



Purpose: To socialize, groom and interact with cats. Socialize and comfort the cats, play and visit with them.

Duties: Socializing the babies and newcomers. Playing, grooming and just loving them all.

Requirements: Love of cats and kittens!

What we get in return is **unconditional love**. It's an amazing feeling to watch a cat who had been abused, abandoned or neglected come to the realization that humans can be trusted and that life isn't only filled with pain and hunger.

What follows is a summary of what our cat cuddlers do here at the shelter and how you can help our furry friends.

Love and Attention

When cats get here they are usually scared. They often show us this by cowering in the corner, aggression, or depression. A happy cat is an adoptable cat. Our job is to give them love, attention, and exercise to minimize their stress and maintain their health.

What do Cat Cuddlers do?

Socialize and play with every cat. You may also make notes about the cat's personality to the staff to help them find appropriate homes.

Play with and brush each cat. Some cats like brushing more than others, they will let you know!

Obey all postings. "Staff only" means just that. The cat may be aggressive/feral or have an injury or illness. If you see a situation that needs attention in a staff only cage please notify a staff person.

Food

Do NOT give wet/canned food without getting permission from the kennel attendant in charge, staff does that to administer vitamins, medicines and measure eating habits.

If food looks relatively fresh, but is just low, you may add more food to it. If food looks old and/or has water or other objects in it, alert the kennel attendant in charge.

Give treats to any cat without a surgery tag. If a cage has a "scheduled for surgery" tag, do NOT give them any food or treats. Water is fine.

And, of course, you can never change a cat's water bowl too often!!!

Cage Cleaning

A clean cage is essential for the well being of the animal. Also keep in mind the public sees the cages in the cattery. It is important they look as nice as possible.

If the cat you are working with soiled in his box or blankets, you can obtain clean blankets/towels on the shelves. Litter scoops are kept by the sinks.

****It is rare for volunteers to need to clean a cage with disinfectant. Staff cleans all of the cages every morning as part of their job responsibilities. However, if there is a very soiled cage, alert the kennel attendant in charge.

Getting them out of the cage

Open the cage and assess the cat's reaction. Fear, friendliness, swatting, etc.

Pet the cat in the cage to familiarize yourself with the cat and vice versa.

If the cat seems interested in coming out, either let them climb onto your shoulder or gently lift them out. Always support their hindquarters.

Do not force a cat of the cage if he/she doesn't want to go.

Let the cat stretch and play with toys.

Do not allow cats from different cages to interact.

If a cat becomes unruly or "hissy" you can return the cat to the cage or ask for assistance.

When dealing with cat in this mood, be calm and gentle. If the cat is aggressive and you need to return him to the cage do so quickly while "scruffing" the cat. Make sure you do not get your face close to the cat.

It is usually best to pet post surgery cats in their cages and not to pick them up. Females will have stomach stitches that are very tender.

Please be careful of tails when closing the cages.

Other things to know and FYIs...

Report cat health problems immediately to the kennel attendant in charge.

Look for supplies (toys, treats, brushes, etc.) in cabinets.

Visitors are not supposed to open the cages, feel free to remind them of this, but be polite. Also feel free to go and handle a cat that someone is interested in so they can get a good look.



Town of Smithtown Animal Shelter

What a Cat's Tail is Telling You

Want to know what that cat is really thinking? Look at her tail. Each tail movement tells us (and other cats) something about a cat's emotional state.



I'm Afraid



**I'm
Glad**



I'm Irritated



I'm Friendly



I'm Worried



Watch Out!



Amorous



I'm Interested



Watch Out!

Town of Smithtown Animal Shelter Volunteer Application

410 E. Main St. Smithtown, NY 11787
(631) 360-7575 Fax: (631) 360-7973 sasac@tosgov.com
www.smithtowninfo.com

(Name) (First) (Middle)

Address: _____
(Number/ Street)

(City) (State) (Zip Code)

Phone Number(s) _____
(Home) (Work) (Cell Phone)

Email: _____ **Date of Birth:** _____



Emergency Contact:

Name: _____ Phone Number: _____

Relationship: _____

Education:

Are you currently in school? ☐ Yes ☐ No

If yes: _____
(Name of School) (Grade or Year)

Areas of Interest:

What volunteer duties are you interested in?

☐ Dog Walker ☐ Cat Cuddler ☐ Bottle Feeding Kittens

☐ I'm experienced ☐ Not experienced

How did you hear about the Smithtown Animal Shelter?

Do you have any pets? ☐ Yes ☐ No

If yes, what type and how many? _____

Please list any previous experience with animals and/or do you have any affiliation with any humane organization or rescue group? _____

Availability:

What days of the week are you available to volunteer? Please note specific times.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9:00 am						
10:00 am						
11:00 am						
12:00 pm						
1:00 pm						
2:00 pm						
3:00 pm						
4:00 pm						





Town of Smithtown Animal Shelter

Volunteer Service Agreement

Name of volunteer _____
(Please print your full name)

The Town of Smithtown Animal Shelter agrees to:

- To review and address issues and concerns in a timely fashion.
- As much as possible, provide a safe and wholesome working environment.
- Direct the affairs of the department in a manner enhancing the benefit of the animals in our care and the mission of our department.

As a volunteer for the Town of Smithtown Animal Shelter, I acknowledge receipt of this agreement and agree to comply with all of the following policies and procedures.

I agree to:

- Adhere and abide by all department policies, procedures and follow instructions set down by the SASAC supervisor inclusive of any subsequent amendments.
- Be supervised by the shelter supervisor or designee and will work as a team member with all volunteers.
- Respond to any requests to meet with shelter management.
- Understand the function of shelter employees and the role of volunteer within the department and to follow the proper chain of command.
- Have a cooperative behavior with other volunteers or shelter staff.
- Fulfill my volunteer duties in a proficient and professional manner, including maintaining an accurate record of hours worked in the volunteer log, and to maintain confidentiality of shelter business.
- Agree that when I'm acting in the capacity as a shelter volunteer to be properly attired. This means, at minimum, I will wear a shirt, shorts or pants, and footwear that properly protect both feet.
- Use assigned equipment in an appropriate and safe manner at all times.
- Provide in writing concerns, issues or complaints to the shelter supervisor.
- Report to the shelter supervisor any condition(s) at the shelter, which you feel unsafe (frayed electric cords, slippery surfaces, tripping hazards, etc.).
- Make no contact with the print, audio or visual media regarding activities within shelter unless authorized by the shelter supervisor.
- Observe and comply with policies and procedure described within the volunteer manual as well as any and all postings of policy at the SASAC.
- Not have any discourteous or abusive language or behaviors to other volunteers, shelter staff or the public.
- Provide notice to the shelter with any change of personal information (name, address, phone, etc.)
- Abide by established procedures and immediately report any injury that occurs during my volunteer service to the supervisor and to complete any required injury associated forms.
- Defend and hold the Town of Smithtown Animal Shelter harmless for any injuries or loss of damages which may occur during my volunteer service.

I understand that I can be discharged from my volunteer activities for violation of any of the described policies or procedures. As a volunteer, I understand that I may discontinue my services with or without reason, and that the Town of Smithtown Animal Shelter reserves the right to release any volunteer without reason.

I have read and I understand the above. Anything that was not clear to me was explained and understood.

(volunteer signature)

(date)

(signature of parent/guardian, if under 18)

(date)

(notary public signature)

State of New York)
County of Suffolk) **SS:**
Town of Smithtown)

Sworn to before me this _____ day
of _____, 20 ____



Town of Smithtown Animal Shelter
Volunteer Release of Liability and Agreement to Indemnify

I, _____ in consideration of the opportunity to perform volunteer services with the Town of Smithtown Animal Shelter (herein after referred to as SASAC) the undersigned for himself/herself and his/her heirs and representatives voluntarily and knowingly execute this document and expressly waives any and all rights and do hereby release and forever discharge on behalf of myself or my child any and all manner of action, suits, proceedings, damages claims, demands and causes of actions including without limitation those involving bodily injury, sickness or property to the undersigned or undersigned's child (family) _____
 DOB _____ while said volunteer is engaged directly or indirectly in performing volunteer services for the SASAC.

The undersigned hereby agrees to indemnify, defend and hold the Town of Smithtown, SASAC, it's employees, volunteers and supervisors harmless from any and all liability, damage loss, cost and expense jointly or individually, for bodily injury or property damaged suffered as a result of the undersigned's negligent, reckless or willful act, omission in the performance or failure to perform his/her volunteer services. This liability release form is executed without any reliance upon any representation by any person and the undersigned has carefully read and understands the contents of this release form and executes the same as his or her own free act. The undersigned agrees his/her participation in this program is purely voluntary and therefore under no circumstances will he/she be deemed an employee/agent of the Town of Smithtown. Additionally he/she understands that as a volunteer he/she is not covered by workman's compensation insurance/benefits or any other insurance policy for any damages or injuries sustained during volunteer services. In the event that any of the terms, conditions, and/or covenants in this release form is held to be invalid, such invalidity shall not affect any terms. Conditions and or covenants contained herein which shall remain in full force and effect.

 (volunteer signature)
 18) _____
 (date)

 (date) _____
 (parent/guardian signature, if under

 (print name)

 (address)

 (phone)

 (emergency #)

 (emergency contact)

State of New York)
 County of Suffolk) SS:
 Town of Smithtown)

Sworn to before me this _____ day

of _____, 20 _____

notary seal

Town of Smithtown Animal Shelter

Volunteer Acknowledgement

The volunteer manual describes important information about the Town of Smithtown Animal Shelter. This manual has been prepared for you as a reference guide. It contains information regarding our policies and procedures and how to safely deal with shelter animals. Please read it carefully so you will be well equipped to provide quality care to the animals in the shelter.

Since the information, policies and procedures described here are necessarily subject to change, revisions to the manual may occur. All such changes will be communicated through departmental memos. Additionally, revised information may supersede, modify or eliminate existing policies. Only the shelter supervisor has the ability to adopt any revisions to the policies in this manual.

Thank you for giving your time and energy to the animals at the Town of Smithtown Animal Shelter. We hope that the time you spend here will be as rewarding to you as it is to the animals you care for.

I acknowledge that I have received a copy of the Volunteer Manual and I accept and understand it is my responsibility to read and comply with the policies contained in this manual.

I have read and I understand the above. Anything that was not clear to me was explained and understood.

Volunteer's Name (printed) _____

Volunteer's Signature _____

Date _____

Witnessed _____
(shelter personnel)